



COMMUNITY **IMPACT** REPORT

2020 | CITY OF ALEXANDRIA DEPARTMENT OF COMMUNITY AND HUMAN SERVICES



COMMUNITY **IMPACT** REPORT

2020 | CITY OF ALEXANDRIA DEPARTMENT OF COMMUNITY AND HUMAN SERVICES

Vision

The Department of Community and Human Services envisions a community in which residents enjoy a sense of well-being, safety and self-sufficiency.

Mission

The Department provides effective and essential safety net services that measurably improve or maintain the quality of life for Alexandrians.

Values & Principles

EQUAL ACCESS

Our services are available to all people regardless of economic status, language, race, sex, ethnicity, national origin, age, disability, religion, sexual orientation or gender identity and expression.

DIGNITY AND RESPECT

We promote self-determination and honor the dignity and rights of the people we serve.

CULTURAL COMPETENCY

We honor the cultural backgrounds, values and preferences of the people we serve.

ETHICS AND ACCOUNTABILITY

We are ethical stewards of the resources entrusted to us and are accountable for our actions.

COLLABORATION

We partner with individuals, families, service providers and the community to ensure that our services promote responsive, efficient and innovative solutions to current and emergent challenges.

COMPETENCY

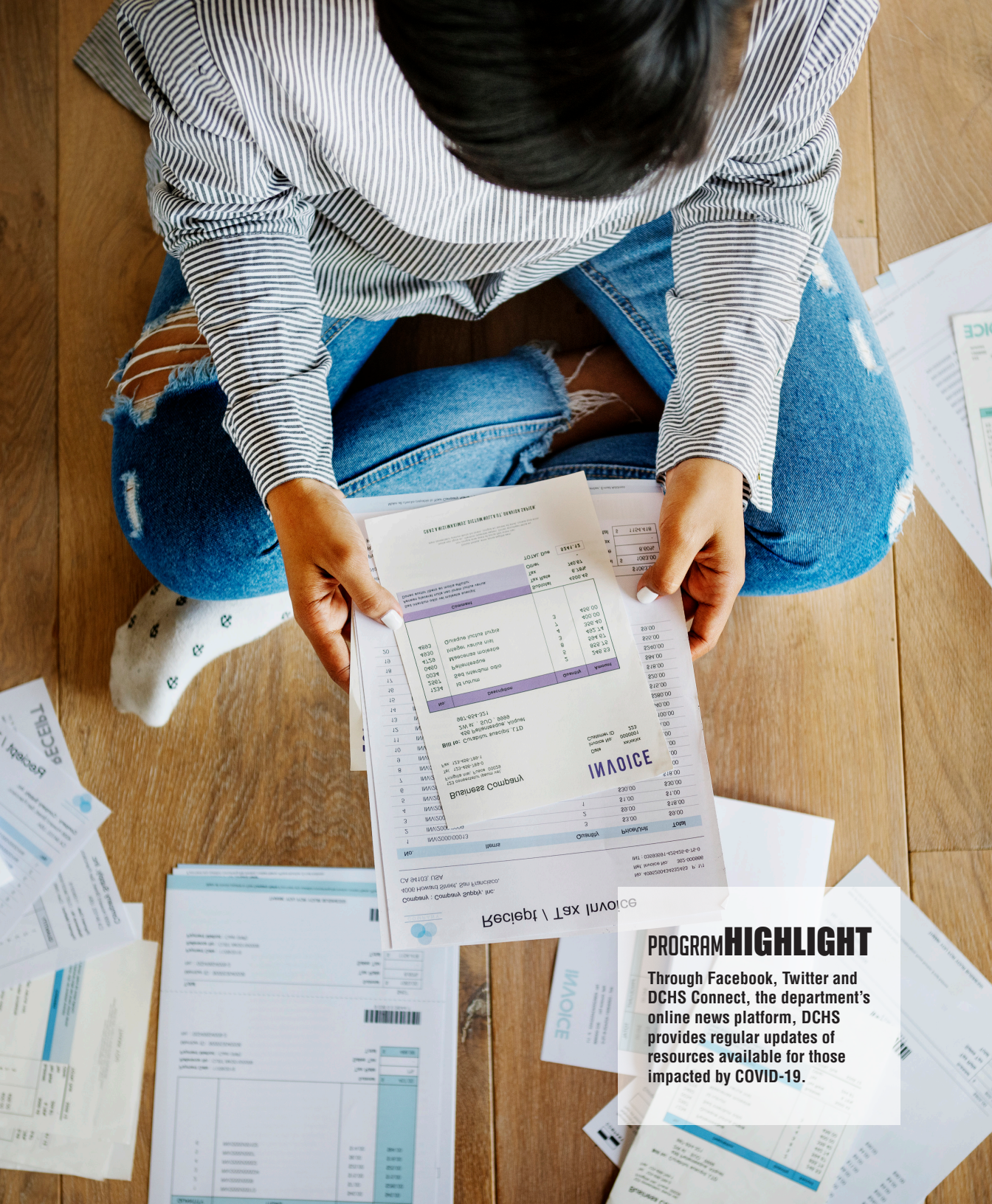
We employ a qualified, empathetic and diverse staff recognized for creativity and professional achievement.

INTEGRITY

We communicate consistently, honestly and openly and demonstrate integrity in all aspects of our work.

CONTINUOUS IMPROVEMENT

We employ innovative best practices, and we strive to continuously improve our programs and services based on outcomes.



PROGRAM HIGHLIGHT

Through Facebook, Twitter and DCHS Connect, the department's online news platform, DCHS provides regular updates of resources available for those impacted by COVID-19.

Contents

MESSAGE FROM THE DIRECTOR	9
WORKING TOGETHER FOR ALL ALEXANDRIANS	
OFFICE OF THE DIRECTOR.....	11
CENTER FOR ECONOMIC SUPPORT	14
CENTER FOR CHILDREN AND FAMILIES	18
CENTER ADULT SERVICES	22
OPERATIONS.....	26
FINANCIAL AND LEADERSHIP INFORMATION	29
PROGRAM DIRECTORY	34

MESSAGE FROM THE DIRECTOR

This year has been like no other in recent history. Together we have faced a pandemic, increased racial violence, economic hardships, and all the pain and struggles these things have brought. In response, the community, DCHS staff and so many key partners have demonstrated extraordinary strength and commitment to address and find solutions in these uncertain times. We have seen kindness, innovation and fortitude focused on responding to the unprecedented challenges in what has been a truly a remarkable year.

In the following report, you will see data and stories that illustrate the power of what has occurred. We employed many strategies to respond effectively to the needs of our clients. Our rapid transition to a virtual environment was essential to ensure access and responsiveness to those we serve. We were able to quickly utilize telehealth solutions that made it possible for clients to continue to remain in contact and receive care in safe and responsive ways. We were also able to maintain in-person services while focusing on the health and safety of our staff and the clients who needed face to face contact. We also focused on the health and safety of our staff, who needed to continue serving clients in

need of face-to-face contact. Our outreach and our communications have reflected the diversity of our community, and we have worked extremely hard to ensure that we are reaching everyone in our community who need us.

The ravages of the pandemic, disproportionately impacting Black and Latinx residents, were profound. Residents with low incomes and vulnerable housing, employment, and food resources, were placed in untenable situations. Thankfully, the Department was given access to CARES funding that made it possible to provide critical support to address the complex needs across our community. This work could not have been done without our committed and skilled non-profit partners and volunteers.

And in the midst of responding to the pandemic, multiple killings of Black Americans, including the videorecording of George Floyd's murder, brought national attention to the ongoing injustices and violence endured by many Black and Brown people and demonstrated the need to address the rampant racism in our country's institutions. Within DCHS, we have worked to address those elements of our Department that contribute to and perpetuate racial inequities. The establishment

of our Racial Equity Core Team, significant training of staff at all levels and the establishment of Racial Equity Commitments have moved us forward toward achieving racial equity in our organization, our services, and our community. We will continue to focus and act with urgency on advancing racial equity for ALL Alexandrians.

We have learned so much about how flexible and nimble we can be during these challenging times; we will continue to use these lessons to inform our practices going forward. In addition, we recognize that it is imperative that we continue to work together, continue our practices of self-care and care for our community.

I am eternally grateful to our staff, volunteers, community partners and City leadership for all that they have done to ensure the safety, economic security, and well-being of our residents. The commitment and generosity that has been demonstrated truly made a difference in thousands of Alexandrians' lives.

Kate May





PROGRAM **HIGHLIGHT**

The City designated \$890,000 to help fund ALIVE!'s Trunk to Trunk community food distributions, the stocking of food pantries and food delivery for quarantined families and individuals.

WORKING TOGETHER FOR ALL ALEXANDRIANS

DCHS organizes its programs and services into the Office of the Director and four centers. Below are highlights of the work staff has been doing over Fiscal Year 2020 (July 2019 - June 2020) to provide high quality services to maintain, improve and sustain the well-being, safety and self-sufficiency of individuals and families in Alexandria.

OFFICE OF THE DIRECTOR

CARES ACT FUNDING

The Coronavirus Aid, Relief and Economic Security Act (CARES Act) is a stimulus bill passed in March 2020 in response to the COVID-19 pandemic. Funding was awarded to states and local

governments to provide relief to the community. The City Manager and the City Council authorized multiple uses of this funding, which made it possible to respond effectively to the significant needs across Alexandria. A critical element to the successful implementation of the programs described below was the collaboration with non-profit and faith partners who worked on the frontlines.

The City designated \$2,812,868.00 to establish the ALX Cares Grocery Gift Card Program, administered by ACT for Alexandria. ACT and DCHS partnered in the planning and distribution of grocery gift cards through DCHS and local nonprofits to residents experiencing hardship due to the pandemic. Gift cards helped

7,024

FAMILIES

purchased food based on their needs and preference from the ALX Cares Grocery Gift Card Program.

7,024 families purchase food based on their needs and preferences and supported physical distancing by reducing attendance at food distribution sites. Additionally, \$890,000 was used to fund ALIVE!'s "Trunk to Trunk" community food distributions, the stocking of food pantries and food delivery for quarantined families and individuals.

The City designated \$2 million to establish the Alexandria Resilience Fund. Administered by ACT for Alexandria, the fund awarded grants of up to \$50k to 57 organizations that served over 13,000 residents in the following areas: Emergency financial assistance (41.0%), Education (26.2%), Health (16.4%), Housing (13.1%) and Technology (3.3%).

DCHS and the Department of Housing implemented a COVID-19 Rental Assistance Eviction Prevention Program, which began in June. By the end of December, nearly \$8.3 million in assistance was provided to support 3,231 Alexandria families.

The Child Care Micro-Pod Program linked families in need of childcare to small childcare businesses impacted by the disenrollment of children due to the pandemic. The program paid providers through grants and addressed the equity gap in high quality, affordable and equitable care options for low-income families. There were 151 children served by 29 providers through CARES Act funding.

Funding of \$150,000 for the Workforce Development Center (WDC) was utilized to increase job skills for 35 residents who were unemployed due to the pandemic. Participants engaged in work-based learning in such high demand fields as software testing, customer relations, IT help desk and public benefits. At least 15 participants were offered employment by their host employer or other businesses. Additionally, 25 individuals were provided laptops and digital literacy training through Computer Core.

13,000

RESIDENTS ASSISTED

through \$2 million in grants to 57 organizations that served Alexandria residents through emergency financial assistance, education, health, housing and technology resources.

3,231

RESIDENTS ASSISTED

through the COVID-19 Rental Assistance Eviction Prevention Program.

MORE OFFICE OF THE DIRECTOR HIGHLIGHTS

The Director initiated weekly virtual roundtables with non-profit human service partners at the onset of the pandemic to plan collaborative efforts such as food and supply distribution, to discuss developing needs and ways to address gaps, and to share information and resources across the city. In addition, the Director served as a member of the Unified Command of the Emergency Operations Center along with the Alexandria Health Department Director and Fire & EMS Chief.

Organizational Development and Equity (ODE) staff established the City's first Racial Equity Core Team to advance race and social equity policies and practices for employees and within client services in DCHS and the city. ODE developed Black, Indigenous, People of Color (BIPOC) and white ally affinity groups for employees and held employee trainings to advance racial

equity. Together with the Leadership Team, ODE developed a Racial Equity Commitment Statement with actions to address interpersonal, institutional and systemic racism and inequities within the department, as well as partnered with the City's first Race and Social Equity Office to help develop ALL Alexandria: Achieving Race and Social Equity for every city resident.

The Communications Team collaborated with other City departments in development of the City's COVID-19 Communication Plan and served in the Joint Information System.

The team provided outreach for 50 initiatives; produced weekly issues of DCHS Connect through a new online platform for distribution to employees, faith-based groups, non-profits and the public; developed a new architecture for the website to be implemented in FY21; launched new DCHS social media sites on Facebook, YouTube and Twitter; and launched a Spanish text line to share information and resources with the Spanish speaking community.

Friends of the Alexandria Mental Health Center, a non-profit group of volunteers that provides financial assistance to DCHS clients with mental illness, substance use and intellectual disabilities, **managed \$56,111 in general fund contributions** and responded to 143 requests for assistance with education, rent, utilities, medication and more. Friends also funded Mindful Wellness Circles for City employees to support their self-care while serving others through the pandemic.

Quality Assurance staff led the preparation and facilitation of the CARF accreditation process for DCHS programs including Youth Development, the Parent Infant Education Program, Developmental Disability Child Case Management, Developmental

143

RESIDENTS ASSISTED

by Friends of the Alexandria Mental Health Center, who provided financial assistance with education, rent, utilities, medication and more.

Disability and Mental Health Supported Employment, Developmental Disability Day Support and Opioid Treatment. All were awarded three-year re-accreditations from CARF, the international accreditor of health and human services.

The Alexandria Fund for Human Services (AFHS) provided financial support to Alexandria organizations that are vital to ensuring that the most vulnerable residents will be supported in achieving five Council-approved outcomes: 1- Children and youth are school and career ready (1,304 served) 2- Children and youth are socially connected, emotionally secure and culturally competent (1,128 served) 3- Individuals, families and seniors are economically secure (744 served) 4- have access to health and mental health resources (170 served) and 5-have assistance in preventing and remedying crises (13,384 served).

CENTER FOR ECONOMIC SUPPORT (CES)

CES employees, in collaboration with First Baptist Church, Court Services Unit and Recreation, assisted 228 families who were significantly impacted by COVID-19 by providing them with much needed personal items and household goods.

In the 2020 Annual Point in Time Count, 207 persons experiencing homelessness were identified in the city, an increase of 9 people from 2019. OCS contributes this to improved accessibility for single adults in need of emergency shelter, and expanded outreach to unsheltered residents.

The Office of Community Services, local homeless assistance providers and

2,182

ASSISTED WITH FINANCIAL STABILIZATION AND RENTAL ASSISTANCE

providing households with financial assistance for such needs as security deposits and housing stability, as well as offering case management and homeless prevention services.

82

SERVED THROUGH RENT SUBSIDIES TO SENIORS AND PERSONS WITH DISABILITIES

providing rental subsidies to seniors and persons with disabilities on fixed incomes thereby increasing their income and reducing financial strains.



PROGRAM **HIGHLIGHT**

Center for Economic Support staff provided much needed personal items and household goods to families significantly impacted by COVID-19.

the Partnership to Prevent and End Homelessness became certified Poverty Informed Coaches. Coaches will develop a curriculum for providers, faith-based groups and other organizations in Alexandria as well as a cohort of poverty informed professionals capable of addressing high-need cases, understanding the root causes and full effects of poverty and improving outcomes for residents most in need.

SNAP received an unprecedented number of food stamp applications after COVID-19 began, leading to 13,902 SNAP clients in FY20. The program maintained timely processing exceeding state compliance requirements. Opting into implement the state's SNAP Interview Waiver supported efficient processing by eliminating the phone or face-to-face interview with the client unless necessary.

The Customer Relations Team assisted 22,632 walk-ins by providing multi-lingual support in the completion of applications, resolution of case inquiries, and assessment and referral for urgent needs. Additionally, the Call Center handled 16,183 calls, providing information and referral and a warm hand-off to DCHS human service programs for housing, food, Medicaid and other assistance.

While the Free Income Tax Preparation ended early due to the pandemic, the program served 238 low-income taxpayers who received \$376,000 in federal refunds and \$62,382 in state refunds.

The Dental Care Program served 88 Alexandrians providing them with dental services for more than 300 appointments.

39

SHELTERED THROUGH TEMPORARY COVID-19 SHELTER

which sheltered single adults 24/7 during the Stay in Place Order mid-April through mid-June. The program offered bed spaces, showers, meals, laundry and screening for those seeking longer term shelter.

291

SHELTERED IN THE ALEXANDRIA COMMUNITY SHELTER

which shelters individuals and families, providing screening and linking to case managers, job specialists, housing locators and other support

The Workforce Development Center and Communications launched a marketing campaign under the Strive and Thrive initiative and developed a platform for virtual job readiness training, recruitment and one-on-one job coaching services as well as a podcast program to help Alexandrians stay resilient through the pandemic and find work. As a result of this effort 1,031 residents were served.

DCHS hosted the Immigrant and Refugee Roundtable in March 2020, bringing together representatives from DCHS programs and Alexandria community and faith-based organizations who serve immigrant and refugee populations in an effort to find ways to better serve these populations, and **initiated a website tracking changes to the Public Charge rule.**

In the Summer Youth Program, 201 Alexandria youth participated in paid work experiences that combined in-person and virtual platforms to teach essential work readiness skills. (Can move this to table below if needed/preferred.

Additional **Workforce Development Center highlights** include:

- placing 309 clients into jobs with average full-time wage of \$14.19/hour;
- hosting 249 employment workshops and 37 hiring events;
- 164,820 Job board hits with 320 jobs posted; and
- 6,603 Career Center and Youth Career Academy visits.

309

SHELTERED IN THE WINTER SHELTER

which offers easily accessible nightly shelter during hypothermia season at Carpenter's Shelter where a meal and bed space are provided. HSAC screenings were also offered for those seeking longer term shelter.

27,061

ASSISTED WITH ACCESSING MEDICAID

a federal system of health care for those requiring financial assistance.

CENTER FOR CHILDREN AND FAMILIES (CCF)

Resilience Alexandria: Inform. Support. Elevate (RAISE- the Alexandria Trauma-informed Community Network) worked with Communications to promote resilience among diverse communities and the workforce in response to the pandemic. Initiatives included an online Wellness Resource Guide, Resilience Week Virginia, a “Race Based Trauma Resources and Support in Times of Civil Strife” webpage, coordination of Mindful Wellness Circles for City employees; a Parent Support Line and text line, city-wide “RAISE Your Voice” outreach to educate people on reporting situations that are high risk for

child abuse or neglect, and three City employee town halls to promote the Resiliency Resource Toolkit for Trauma-Informed Supervision.

More than 300 community members participated in trainings on Recognizing, Reporting & Preventing Child Abuse & Neglect. Presentations explained the shared responsibilities of preventing child abuse and included training of educators and other legally mandated reporters, mentors and coaches, daycare providers, foster parents and community groups.

Child Welfare Services provided all mandated Child Protective Services, Foster Care and Adoption Services without interruption since the start of the pandemic. With input from

665

SERVED IN CHILD AND FAMILY BEHAVIORAL HEALTH

which provides assessment, care coordination, case management and treatment services in DCHS offices, schools, juvenile detention center and the Center for Alexandria's Children to ensure streamlined services, which continued via telehealth during the pandemic; 96% of youth and families surveyed got the help they wanted, 93% percent were satisfied and 100% said they were treated with respect.

585

FAMILY ASSESSMENTS AND INVESTIGATIONS BY CHILD PROTECTIVE SERVICES

which receives and responds to concerns of abused or neglected children and working to ensure their safety. Of these assessments and investigations, there were 36 founded cases; 99.4% of children receiving services had not previously been identified as abused or neglected within the past two years.

270

SERVICE REVIEWS BY THE CHILDREN'S SERVICES ACT UNIT

which facilitates Family Assessment and Planning Team (FAPT) meetings to conduct service reviews and receive funding requests for services to support families in the behavioral health and social service system.



PROGRAM **HIGHLIGHT**

The Children's Developmental Disability Program helped 42 families serve as paid personal assistance for their children to reduce risk of COVID-19 spread and replace lost income.

the Alexandria Health Department, a COVID-19 screening tool was developed for required in-person contact.

The Youth Development Program received a commendation from the accreditation agency CARF for exemplary practices that produce outstanding results. Among the work cited was increasing public awareness of the dangers of alcohol and other drug use, distribution of more than 500 locking medication boxes, and the provision of cell phones pre-programmed with the number to Opioid Treatment for distribution by responders to drug overdoses.

The 2025 Children and Youth Master Plan was developed through engagement with 2,100 youth and adults including 50 nonprofits, schools, task forces and City programs. Framed around preventing Adverse Childhood Experiences (ACEs)

and building developmental assets for children to grow into healthy adults, the Plan recommends strategies that target the root causes of trauma at the family and community level while setting forth three aspirational goals: 1. All children, youth and families are physically safe and healthy 2. All children and youth are academically successful and career ready 3. All children, youth and families have positive experiences.

During Sexual Assault Awareness and Prevention Month, the Sexual Assault Center (SAC), Doorways for Women and Families and Friends of Guest House hosted **“Embrace Your Voice,” a virtual poetry sharing event on Facebook to honor survivors of sexual assault.**

Child and Family Behavioral Health, Child Welfare and the Court Service Unit continued developing **Alexandria’s Crossover Youth Practice Model**

381

SERVED BY THE

PARENT INFANT EDUCATION PROGRAM (PIE)

which provides early intervention services to children, from birth to age three, with possible developmental disabilities. Of 381 referrals received, 212 were evaluated and 168 children began receiving services in areas including speech, occupational and physical therapy.

29,219

ENGAGED BY YOUTH DEVELOPMENT

Youth Development Counselors, the Alexandria Campaign on Adolescent Pregnancy and the Substance Abuse Prevention Coalition of Alexandria engaged youth and parents in evidence-based programs, support services and leadership and educational programs. In surveys, 99 percent reported positive change.

which, in collaboration with families, Georgetown University's Center for Juvenile Justice Reform and colleagues across the System of Care, will result in efficiencies, decreased disproportionality and improved outcomes for families and youth involved with multiple systems.

The Fund for Alexandria's Child, supported by an advisory council of 15 volunteers, raised \$100,000 for foster and children at risk for out of home placement to participate in activities that help to normalize their lives, such as athletic teams, dance classes, holiday gift sharing, prom, graduation celebrations, and transportation to jobs and medical appointments.

In the **Holiday Sharing Program**, 450 individuals and groups sponsored 410 families with 989 children 375 families, 75 seniors or adults with disabilities, and 96 foster children by providing

them with gift cards for the holiday season.

The Children's Developmental Disability Program worked with 42 Alexandria families to obtain COVID-19 Personal Assistance Flexibility, which allowed the parents to serve as the paid personal assistants for their children to reduce risk of spread and replace lost income.

The Provider Support Program for Family Day Care Homes assisted 36 providers in applying for CARES Act funding to provide childcare to families of essential workers; conducted 46 virtual monitoring visits after the start of the pandemic; supported 90 childcare providers in completing virtual CPR /First Aid trainings; and initiated an online multi-session cohort for Zero to Three, The Growing Brain Curriculum.

1,159

SERVED BY THE 24-HOUR SEXUAL ASSAULT HOTLINE

which provides multi-lingual crisis intervention to victims and others affected by intimate partner violence and sexual assault. Services include information on safety and referrals to legal and social services, housing, and childcare providers.

81

SHELTERED BY THE DOMESTIC VIOLENCE SAFE HOUSE

which shelters individuals escaping domestic violence. Additionally, the hotline received 2,012 calls and served 720 victims.

CENTER FOR ADULT SERVICES (CAS)

The Division of Aging and Adult Services (DAAS) leased 40 GrandPad tablets for clients over age 60 to help reduce isolation and provide access to telehealth services during the pandemic. GrandPads operate without access to wi-fi and protect users from spam and scams. For clients with wi-fi, 10 Fire tablets were purchased. DAAS also partnered with Senior Services of Alexandria to develop a home delivered meal program with CARES Act funding to serve adults age 60+ who are home due to COVID-19. Twice a week, volunteers deliver a total of 14 frozen meals per person, in addition to Meals on Wheels which delivers

daily meals. Approximately 225 older adults were served each day.

Adult Mental Health Case Management received 30 housing vouchers for individuals with disabilities from Housing and Urban Development (HUD). Together with the Alexandria Redevelopment and Housing Authority (ARHA), the vouchers were allocated to clients living in Permanent Supportive Housing (PSH) who had developed the skills to live independently but could not afford to. This led to unprecedented opportunity in PSH as new individuals, vulnerable residents, were able to access the newly available units.

208

SERVED BY ADULT PROTECTIVE SERVICES

which receives and investigates reports of suspected adult abuse, neglect and/or financial exploitation. Of these, 107 cases were founded. 96% of individuals with founded cases did not experience recurrence of maltreatment within 12 months of APS involvement.

72

SERVED BY GROUP HOMES

which provides permanent or transitional living arrangements, supported living, supervision and training to promote personal growth for persons with severe mental illness including those with co-occurring substance use disorders and those with developmental disabilities.



PROGRAMHIGHLIGHT

Division of Aging and Adult Services partnered with Senior Services of Alexandria to develop a home delivered meal program for adults 60 and older.

Following this success, **the City received 60 more housing vouchers.** Helping 90 people obtain documentation, locate eligible apartments, and move during a pandemic was an extraordinary effort accomplished by collaboration of a local, federal and non-profit agencies. Additionally, the non-profit group Friends of Mental Health purchased essentials for the new homes, including beds and tables.

The Program of Assertive Community Treatment (PACT) provides mobile services from an interdisciplinary team to help people diagnosed with a serious mental illness function optimally and reach their personalized life goals. PACT partnered with Pathway Homes to house six individuals who were homeless and frequently incarcerated or hospitalized due to mental illness. PACT partnered with ARHA

to obtain Section 8 vouchers for seven clients who were unstably housed or homeless, thereby reducing the rate of homelessness in PACT from 22% to 9%.

The Alexandria Opioid Work Group finalized a Three-Year Strategic Plan to eliminate opioid misuse and its harmful effects in the city. Additionally, the group increased availability of Narcan, an overdose reversal nasal spray, through a mail program; held an awareness social media campaign; installed an additional permanent medication drop box in the community; continued opioid supply reduction efforts by law enforcement; and helped obtain grant funding to expand the Alexandria Treatment Court, which allows people a chance at recovery in lieu of incarceration.

101

SERVED BY THE WEST END WELLNESS CENTER

which offers psychosocial rehabilitation for adults with severe mental illness through skill building classes, recreational and socialization activities; family support and education, and pre-vocational and vocational services to support job placement.

471

SERVED BY MENTAL HEALTH THERAPY SERVICES

which provides individual adult and group mental health therapy; 28% were served via telehealth.

The Opioid Treatment Program (OTP) and the Police Department have reached out to 67 survivors of overdose in Alexandria since partnering in this effort in March 2018. Those who responded were offered access to support in their communities; 34% of these individuals who were Alexandrians entered treatment with OTP or a private provider. In FY20, OTP served 168 individuals with opioid use disorder by providing methadone or buprenorphine (Suboxone) in addition to therapy. These life-saving medications remove the craving for opioids and allow individuals to focus on their health and improve their lives.

Emergency Services maintained in-person operations during COVID while providing 24/7 telehealth evaluations for individuals in crisis in the community and at the Inova Alexandria Hospital

Emergency Department. The team implemented a tele-court system for Civil Commitment Hearings and a Modified Alternative Transportation Program for individuals under a Temporary Detention Order to be transported by police in an unmarked car with officers trained in Crisis Intervention.

The Jail Mental Health Team increased capacity for identification and treatment of substance use disorders with the hire of a High Intensity Drug Trafficking Area (HIDTA) funded therapist. This therapist will provide treatment in the jail and help bridge clients to outpatient services. HIDTA also funded a consultant group to advise on the development of a Medication Assisted Treatment Program for people in the jail with an opioid use disorder.

1,436

SERVED BY PSYCHIATRY

which provides medical diagnosis, treatment and prevention of behavioral health and substance use disorders including medication management services; 90% served by telehealth since start of pandemic.

4,635

SERVED BY BEHAVIORAL HEALTH & DEVELOPMENTAL DISABILITIES

which supports self-determination, recovery and resiliency for Alexandrians with mental illness, developmental disabilities and substance abuse disorders through programs of the Community Services Board; 87% met treatment goals.

CENTER FOR OPERATIONS

Tech Services responded to the call to apply resources and technologies to support our employees, clients and community at the onset of the pandemic. Tech staff provided laptops to support increased telework, added cloud-based telehealth services, a customer call center text line to support overflow from regular calls, a range of online collaboration and presentation tools, and expanded use of electronic signatures to allow DCHS to continue providing services at a time when demand for these services was increasing rapidly due to COVID-19.

The Facilities Team worked to ensure the safety of staff and clients throughout the pandemic though additional measures beyond use of personal protective equipment such as installation of plexiglass barriers, reconfiguration of spaces, increased cleaning and sanitizing, ventilation and filtration, and effective building signage.

Human Resources worked with DCHS staff to research and draft new policy on compensating employees for use of their non-English language skills in assigned duties. This additional compensation, which will be piloted in DCHS during FY21, will enable the City to attract and retain talented multilingual staff who can be of valuable service to residents with limited English proficiency.

The Operations Director led planning for a new site located on Mark Center Drive to host the majority of DCHS programs and services along with those from the Health Department and Neighborhood Health. The consolidation will save taxpayers more than \$18 million over 15 years and result in long-term City ownership, while significantly improving service delivery for clients and working conditions for staff. The Operations Director collaborated across DCHS to establish the layout and design for the single location site, which is expected to open in 2023.

PROGRAM **HIGHLIGHT**

Tech Services added cloud based telehealth services to increase access to services for Alexandrians.





PROGRAMHIGHLIGHT

The Workforce Development Center launched Strive & Thrive Alexandria, a commitment to deliver services and program remotely and online to increase access during the pandemic.

FINANCIAL & LEADERSHIP INFORMATION

The following pages give a brief overview of the expenditures and revenues for the fiscal year as well as a list of individuals who provide guidance and oversight of DCHS programs and services.



FINANCIAL INFORMATION

CENTER FOR ADULT SERVICES

ID Services for Adults	\$7,065,364
Residential & Comm Supp Svcs	\$8,590,246
Clinical & Emergency Svcs	\$11,212,968
Aging & Adult Services	\$6,315,101
Adult Services Ldrsp & Mgt	\$1,526,419
Total	\$34,710,098

CENTER FOR ECONOMIC SUPPORT

Community Services	\$4,679,791
Workforce Development Center	\$4,034,827
Benefit Programs	\$5,705,814
Econ Leadership & Mgt	\$627,077
Total	\$15,047,509

CENTER FOR CHILDREN & FAMILIES

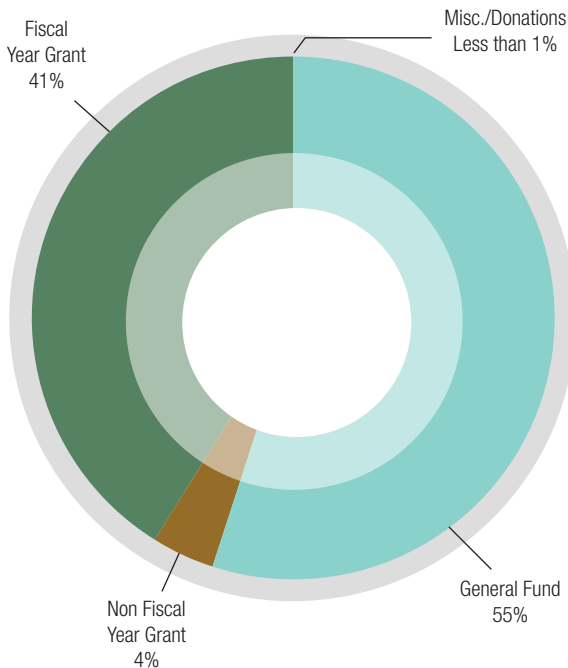
Child Welfare	\$11,736,409
Children's Services Act	\$8,676,844
Early Childhood	\$8,053,311
Youth Development	\$1,587,363
Child & Family Treatment	\$3,119,177
Dom Viol & Sex Assault	\$2,099,225
Children Ldrshp & Mgt	\$1,039,954
Total	\$36,312,283

ADMINISTRATIVE SERVICES

DCHS Admin Ldrshp & Mgt	\$8,852,541
Alex Fund For Human Svcs	\$1,996,430
Total	\$10,848,971

GRAND TOTAL

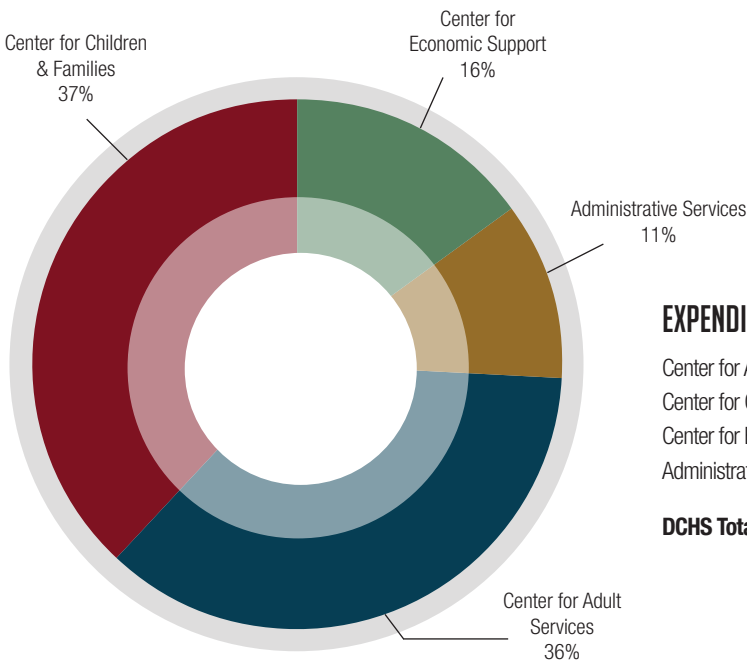
\$96,918,861



REVENUES BY SOURCE

General Fund	\$53,732,524
Non Fiscal Year Grant	\$3,409,110
Fiscal Year Grant	\$39,362,055
Donations	\$271,072
Miscellaneous	\$144,100

DCHS Total **\$ 96,918,861**



EXPENDITURES BY CENTER/OFFICE

Center for Adult Services	\$34,710,098
Center for Children & Families	\$36,312,283
Center for Economic Support	\$15,047,509
Administrative Services	\$10,848,971

DCHS Total **\$96,918,861**

CITY & DCHS **LEADERSHIP**

City Leadership

MAYOR

Justin M. Wilson

VICE MAYOR

Elizabeth B. Bennett-Parker

CITY MANAGER

Mark B. Jinks

DEPUTY CITY MANAGER FOR PUBLIC SAFETY AND HUMAN SERVICES

Debra R. Collins

CITY COUNCIL

Canek Aguirre

John Taylor Chapman

Amy B. Jackson

Redella S. Pepper

Mohamed E. Seifeldein

DCHS Leadership Team

DEPARTMENT DIRECTOR

Kate Garvey

DIRECTOR, CENTER FOR ADULT SERVICES

Carol Layer

DIRECTOR, CENTER FOR CHILDREN AND FAMILIES

Stacey Hardy-Chandler

DIRECTOR, CENTER FOR ECONOMIC SUPPORT

Lesa Gilbert

DIRECTOR, CENTER FOR OPERATIONS

Sharon Vaughan-Roach

CHIEF FISCAL OFFICER

Raphael Obenwa

HUMAN RESOURCES MANAGER

Jeff Bollen

DIRECTOR, TECHNOLOGY SERVICES

Paul Kim

Boards & Commissions

The following Alexandria boards and commissions provide oversight and guidance to DCHS programs.

THE ALEXANDRIA COMMUNITY POLICY MANAGEMENT TEAM

Sets policy for and administers the Children's Services Act.

THE ALEXANDRIA COMMUNITY SERVICES BOARD (CSB)

Sets policy for and administers Alexandria's publicly funded mental health, intellectual disability and substance abuse services.

THE CHILDREN, YOUTH & FAMILIES COLLABORATIVE COMMISSION

Advocates for children and youth, aged prenatal to 21 years, and their families by advising on policies, promoting the City-wide coordination of services and promoting research and best practices.

THE COMMISSION ON AGING

Advocates for issues related to aging and promotes the implementation of the Older Americans Act. The Commission advances services that address the needs of older Alexandrians.

THE COMMISSION ON EMPLOYMENT

Responsible for developing the City-wide plan for employment services that reflects the goals of linking existing City employment and training programs with those of the school system and the Alexandria Chamber of Commerce's economic development program.

THE COMMISSION FOR WOMEN

Provides consultation to City Council on issues concerning women, with focus on human rights, legislation, HIV/AIDS, the economic and health status of women, breast cancer and domestic violence.

THE ECONOMIC OPPORTUNITIES COMMISSION

Advocates for the interests of the City of Alexandria's most vulnerable residents. The EOC serves as the commission to Alexandria's Community Action Agency and advises City Council, the Virginia State Legislature, and the Virginia Congressional Delegation about legislative matters and issues affecting low-income households.

THE SOCIAL SERVICES ADVISORY BOARD

Monitors the formulation and implementation of social welfare programs and advises City officials on all public welfare matters.

THE WORKFORCE INVESTMENT BOARD

Supports the employment and training needs of the City of Alexandria and Arlington County. They aim to build a workforce development system that prepares the local labor force for the 21st century.

PROGRAM DIRECTORY

1900 NORTH BEAUREGARD STREET

Center for Alexandria's Children
703.746.6008

Child Behavioral Health
571.213.7963

Child Welfare
703.746.5757

Early Childhood Division
703.746.5437

Office of Youth Services
703.746. 5970

Workforce Development Center
703.746.5940

2525 MT. VERNON AVENUE

Child Welfare
703.746.5757

Office of Community Services
703.746.5700

Benefits Programs
703.746.5801

Homeless Services Assessment Center
703.746.5700

123 NORTH PITT STREET, SUITE 225

Domestic Violence Program
703.746.4911

Sexual Assault Center
703.683.7273

Youth Development
703.746.3436

720 NORTH SAINT ASAPH STREET

Administrative Offices, CSB
703.746.3400

Emergency Services
703.746.3401

MH/DD/SA Intake
703.746.3535

Outpatient Mental Health Services
703.746.3400

4480 KING STREET

Parent Infant Education Program
703.746.3350

Residential Services Administrative Offices
703.746.3500

West End Wellness Center
703.746.3456

2355 MILL ROAD

Substance Use Residential Treatment
703.746.3636

Substance Use Treatment Services
703.746.3600

6101 STEVENSON AVENUE

Aging and Adult Services
703.746.5999

Alexandria Vocational Services
703.746.3333

Developmental Disability Case Management
703.746.3333

